



WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT

Division of Economic Support
Bureau of Welfare Initiatives

**TO: Economic Support Supervisors
Economic Support Lead Workers
Training Staff
FSET Administrative and Provider Agencies
Child Care Coordinators
W-2 Agencies**

BWI OPERATIONS MEMO

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Non W-2 ☒ W-2 ☐ CC ☐

PRIORITY: URGENT

**FROM: Stephen M. Dow
Program Implementation Team
Policy Analysis and Program Implementation Section**

SUBJECT: FOOD STAMP ISSUANCE AND ALLOTMENT RETURNS

PURPOSE

This memo describes the changes regarding the outsourcing of both Food Stamp (FS) issuance and returns to Systems and Methods Inc. (SMI).

ISSUANCE

Starting March 23, 1998, the Food Stamp Center outsourced the issuance of stamps to SMI. This included the remaining Dailies for the Month of March and all the April Monthly issuance's. There were three major differences:

1. Instead of multiple envelopes, SMI mailed the entire allotment in one envelope.
2. According to the United States Postal Service (USPS), it takes 3-5 days from the time the envelopes are mailed to the time they reach the recipients.

The time period is because the envelopes were mailed from SMI in Carrollton GA. SMI's response has been to mail the stamps earlier than normal in the hope that recipients would receive their stamps about the same time they usually did. We are working with the Post Office to find additional solutions.

3. The FS document is no longer produced.

This caused some confusion at first but since the same information is printed on the outside of the envelope, (except the amount inside, because of security reasons), that was printed on the document, participants and staff seem to have gotten used to this change.

RETURNS

DES issued a DXBM on October 12, 1998, stating that, as of October 19, 1998, all envelopes mailed from SMI will have SMI's return address and that SMI became responsible for entering all postal and county/tribal returns into the CARES system.

SMI's return address is:

Systems and Methods, Inc.
P.O. Box 1709
Carrollton, GA 30117

Return all stamps, other than claims (see below), to SMI using form DES-2466. It is imperative that this form be filled out completely so accurate information will be entered into the CARES FS return system.

If the stamps are in the envelopes, leave them in the envelope and the amount can be obtained by looking at the IQFS screen. The case number is on the envelope.

When the stamps that don't have an envelope, complete as much of the DES-2466 as possible, especially the case and benefit numbers.

SMI will return the postal returns the same day they receive them and the county/tribal returns as quickly as they can. Again, this depends on how much information they are given on the DES-2466 form; if the information is not there, they will have to query CARES. If the data is not in CARES they will have to contact the state liaison person.

Tim Burnett is the state liaison person (see "CONTACT").

Problem

There has been one problem with the returns so far. It takes at least 3-5 days for the FS to get returned to SMI in Georgia. This is causing problems for ES staff and participants waiting for the stamps to be returned to see if a mail loss has to be filed or not.

The **Income Maintenance Manual** states in Chapter II, Part A, 2.7.1 (2.b) that you must "verify that at least five days have passed since the expected delivery date". The issuance date on IQFS is the day SMI mails the stamps. Expect 3-5 days for the expected delivery and wait at least five days before the recipient comes to fill out the affidavit. You may want to allow a couple of days to make sure. DES is working with the USPS to get the returns down to Georgia faster.

Once the 5-day period has passed and if the stamps have not been returned, file a mail loss and reissue the stamps. To file a mail loss, complete a DES-560 or 135 "Affidavit of Lost, Destroyed, or Stolen Checks or Benefits". Keep your copy so you can track how many mail losses are filed by individuals within a 6 month period. If a recipient files twice within a 6 month period, require the household to pick up their stamps at the ES agency.

We also ask that a PS Form 1510 "Mail Loss/Rifling Report" be filed with your USPS Post Office. This will alert the postal inspectors of any potential problems from a specific postal area. Call Tim Burnett (see "CONTACT") with all Certified number inquiries.

CLAIMS

All claims are still processed the same as before.

The local FS agency staff fills out FNS 471 "Coupon Account And Destruction Report" and returns that form with the stamps to:

P.O. Box 7935
Madison WI 53707-7935

REPORTS

There are two reports in EOS report system that should still be monitored. At one point they were mailed to each county agency, but this is no longer happening. The two reports are:

1. Non-Barcodeable Report: CARES BI600A-EOM C056.

There are still many bad addresses being used (wrong spellings, wrong or no directionals and many other reasons).

2. Non Participation Report: CARES BI561A-EOM FS Non-Participation Report.

CONTACT

Questions about SMI may be directed to:

Tim Burnett
Phone: 608-267-4573
Fax: 608-267-2269